



County of Los Angeles CHIEF ADMINISTRATIVE OFFICE

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DAVID E. JANSSEN
Chief Administrative Officer

Board of Supervisors
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First District

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Second District

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Third District

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Fifth District

November 10, 2003

To: Supervisor Yvonne Brathwaite Burke, Chair
Supervisor Gloria Molina
Supervisor Zev Yaroslavsky
Supervisor Don Knabe
Supervisor Michael D. Antonovich

From: David E. Janssen
Chief Administrative Officer

2-1-1 INFORMATION AND REFERRAL SYSTEM – STATUS REPORT NO. 2

On August 12, 2003, your Board instructed the Chief Administrative Officer, County Counsel, Chief Information Officer, Internal Services Department, and the Department of Public Social Services (DPSS) to jointly perform a comprehensive review and assessment of the creation and implementation of a 2-1-1 telephone number, including a review of INFO LINE of Los Angeles County's (INFO LINE) Proposed 2-1-1 Business Plan, and report back to your Board within 60 days with findings and recommendations. On September 23, 2003, your Board affirmed its support of INFO LINE, the sole applicant as of the date of the Board action, for designation as the County's 2-1-1 service provider.

On October 16, 2003, the California Public Utilities Commission (CPUC) unanimously approved a Resolution granting INFO LINE the exclusive authority to use the 2-1-1 abbreviated dialing code to provide information and referral services for all of Los Angeles County. The CPUC grant is for an indefinite term; however, under the terms of the grant, INFO LINE has one year from the date of approval to implement 2-1-1 dialing. If 2-1-1 dialing is not implemented within the one-year term, the application process may be reopened.

I previously advised your Board that a Working Group of involved County departments had convened to review the initial INFO LINE Proposed 2-1-1 Business Plan. The Working Group intends to work collaboratively with INFO LINE to structure a 2-1-1 Business Plan that meets the organizational and financial needs of both INFO LINE and

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the County. In addition, the Working Group is expanding its ranks to include additional County departments and departmental divisions that could potentially utilize 2-1-1 information and referral services even though they are not currently included in the County's agreement with INFO LINE.

Based on the CPUC's grant of the 2-1-1 designation to INFO LINE, the Working Group has concluded that it is appropriate to recommend to your Board that the County enter into exclusive negotiations for a sole source contract with INFO LINE. These negotiations will include the development of the joint Business Plan previously mentioned. The sole source recommendation will be presented to your Board at the earliest possible date after INFO LINE and the Working Group have completed initial work on the joint Business Plan and after consultation with the State to determine if it will permit a sole source waiver for the use of DPSS funds which are, and will continue to be, the largest financial component of the County's business relationship with INFO LINE.

We will continue to provide your Board with additional status reports as needed. If you have questions or concerns regarding the direction the Working Group is pursuing, please contact me or your staff my contact Lari Sheehan of my staff at (213) 974-1174.

DEJ:LS
DD:os

c: Executive Officer, Board of Supervisors
County Counsel
Chief Information Officer
Director and Chief Medical Officer of Health Services
Director of Public Social Services
Interim Director of Internal Services
InfoLine of Los Angeles County